



Monmouthshire Housing  
Tai Sir Fynwy

Great People, Great Homes, Great Location

WORKING TOGETHER  
**GETTING INVOLVED**

*"Providing high quality homes & services that put people first"*

Open



Fair



Flexible



Achieving



## What is Tenant Involvement?

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Tenant involvement is about having a say in decisions that affect you in your home and the community you live in.



## Why should I get involved?

### **Your views shape the services we provide to you.**

You may want to get involved because you want to campaign for or against something; to create a better sense of community in the street where you live; or even organise social events.

As your landlord we are interested in your views. We need to know what you think so that our ideas, plans and range of services can match your needs. This leaflet describes ways in which you can make your voice heard and become actively involved in the decisions affecting your home and the area where you live.

## What's in it for me?

- **It gives you more control over decisions made regarding your home and community**
- **You can meet other tenants and residents and do new and interesting activities**
- **You can learn new skills**
- **It gives you a sense of achievement**
- **It can be fun!**

Our involvement with you goes beyond just keeping you informed and consulting with you from time to time. Our aim is to work together in partnership so that all residents can feel part of the decision making process.

## How to get involved

We recognise that everyone has different priorities and views and that some will have more time than others. This is why we have a range of ways in which you can become involved.

Getting involved is easy and can be done in a number of ways from reading Tenant Matters to attending meetings. Even making complaints is a way of being involved: Complaints can lead to better services particularly if they are accompanied by constructive suggestions for improvements.

On the next page you'll find a menu of opportunities: You can

pick any number of things off the list depending on how 'hungry' for involvement you are!

They are split into three sections to show you the amount of time that will be required for each. This list is not set in stone as we will always be trying to come up with new ways for you to be involved; please feel free to contact us with any of your suggestions.

- **Rob Carey**  
Tenant and Resident Involvement Co-Ordinator  
(01495 761115)
- **Cheryl Tracy**  
Community Investment Co-Ordinator  
(01495 761120)

## Bite-Sized Involvement



These methods of participation don't take much time for those of you with busy lives. They also make it easy to find out what's going on at MHA:

- Tenants' Forum Membership
- Better Build Group Membership
- Your Homes Workgroups
- Becoming a Shareholder
- One-off Discussion Groups
- Reading the Newsletter
- Completing the Tenant Satisfaction Survey
- Attending Community Events
- Making Constructive Suggestions
- Street or Estate Walkabouts
- Coffee Mornings
- Exercise Classes
- Older Persons Panel
- Armchair Panel
- Disability Panel
- Youth Panel

## Brunch Involvement



These methods require a little more of your time and commitment and are aimed towards those who want to share their views and make a difference in their local community. This will involve getting together with tenants and residents on a regular basis to discuss issues affecting the local community.

- Tenant Steering Committee Membership
- Editorial Team for newsletters
- Executive Member of a Tenant & Resident Association
- Tenant Forum themed events & roadshows
- Local area litter picks & supporting community projects
- Planned Maintenance Tenant Liaison Person
- Service User Inspection Team Member
- Tenant training events & conference attendance

## Main Course Involvement



These require a generous amount of your time and a stronger commitment, allowing you to become directly involved in the running of the business and making high level decisions.

- Tenant Board Member
- Better Build Group Steering Committee Member
- Tenant Delegate at Management Conferences
- Scrutiny Panel Member
- Executive Member of a Group /Panel

**Note: Operating at the highest level of involvement may require attendance at training sessions. All training will be provided free of charge.**



## Making sure all can get involved

Having your help to improve our services is really important to us. We rely heavily on the time and commitment of tenant volunteers, so we want to make sure that getting involved is easy and cost-free for you.

## Expenses & Travelling

- We can repay any money you spend travelling to and from meetings to cover your petrol and car parking charges.
- If you don't have a car we will arrange transport for you to ensure you get there.
- We pay care costs if you have someone

who needs to be looked after while you attend meetings.

- We supply FREEPOST envelopes for mailings back to us.

## Providing Assistance

- We can provide information in Braille or on audio tape.
- We can provide translations or alternative formats if you need information in a different way.
- We can provide hearing loops or signers at meetings.
- We can provide training if you would like support to participate.

A close-up photograph of a young boy with short brown hair, smiling widely. His face is painted green, and he has black markings on his forehead and around his mouth. The background is blurred.

Getting Involved

Getting Involved

## Food & Refreshments

We provide free refreshments at meetings and free food if you attend meetings at meal times.

Our Summer Playscheme

## Community Investment

Community investment enables communities to come together and improve the area in which they live.

Any idea or suggestion will be considered. Past projects have included neighbourhood improvements, fun days, Playschemes, new play equipment, gardening groups, and computer classes. Each year a Community Investment programme of activities will be drawn up to plan what we will be doing throughout Monmouthshire that year. If you would like to see a copy of this please phone the **Community Services Team on: 01495 761120.**

## Looking to the Future

We have plans to:

- **Make sure all the information we send out is easy to read for everyone, interesting and jargon-free.**
- **Increase the number of tenant groups so that as many residents as possible have access to one.**
- **Increase the number of walkabouts to give you the opportunity to speak to us in your neighbourhood.**
- **Establish a consultative panel of residents who can be contacted by post or email.**
- **Provide more fun ways for you to engage with us.**

## How to contact us...



### General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on:

- **0345 677 2277**  
(local call rate)
- **01495 761100**  
(if you are calling us from a mobile)\*

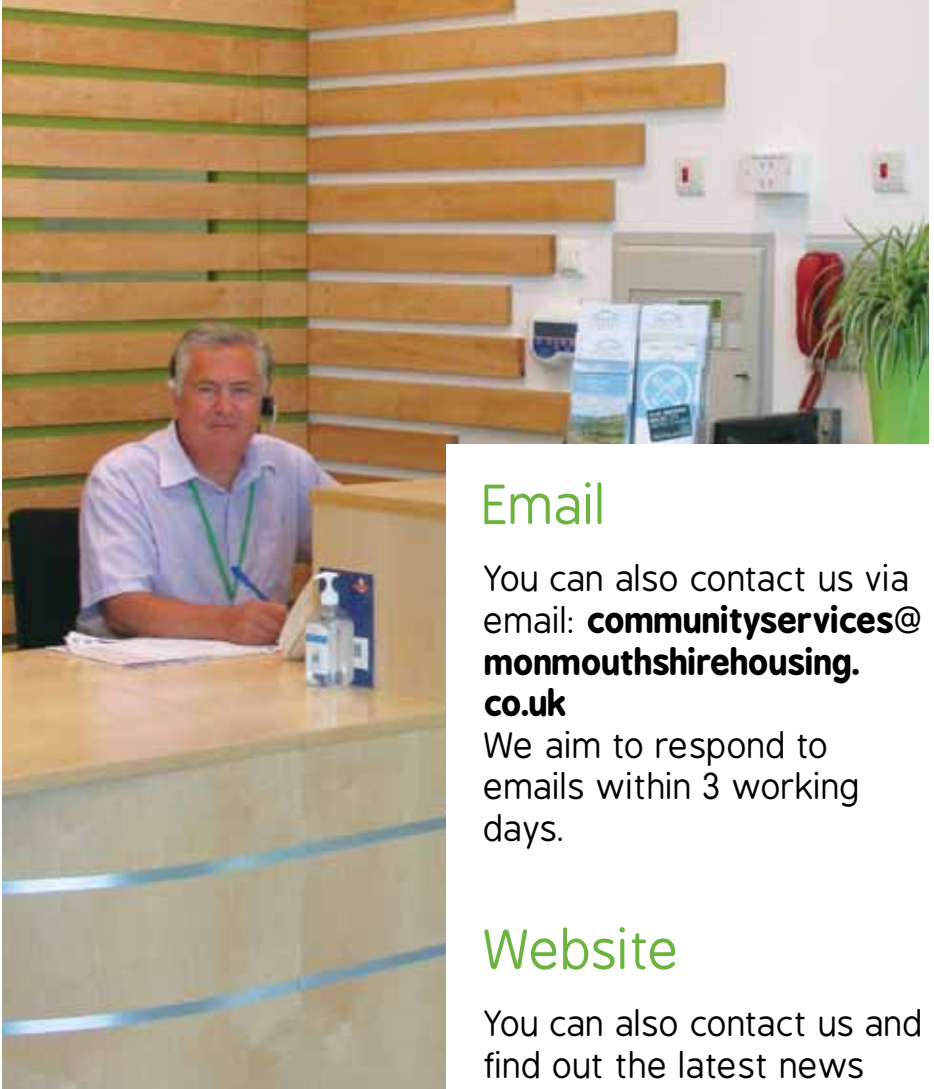
### Freephone Repairs Hotline (Including Emergency Out Of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on:

- **0800 980 7751**
- **01495 761143**  
(if you are calling from mobile)\*

\*Calls to our 0800 or 0345 number may cost you more than the 01495 numbers if you are calling from a mobile phone.

## How to contact us...



Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh, braille or audio format.

### Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

### Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

## Useful Contacts:

### **MHA's Main Office**

**0345 677 2277**

### **Repairs Helpline**

**0800 980 7751**

### **Utility Companies**

Welsh Water

0800 052 0130

Swalec

0345 026 0656

British Gas Emergency

0800 111 999

### **TV License**

**0300 790 6131**

Council Tax

0345 372 3601

Homemakers

01873 857618

### **Useful Websites**

Our Website: [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

MCC's Website: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

## Useful Email Addresses:

### **General Correspondence**

[mail@monmouthshirehousing.co.uk](mailto:mail@monmouthshirehousing.co.uk)

### **Compliments, Comments or Complaints**

[continuousimprovement@monmouthshirehousing.co.uk](mailto:continuousimprovement@monmouthshirehousing.co.uk)

### **Monmouthshire Homesearch**

[info@monmouthshirehomesearch.co.uk](mailto:info@monmouthshirehomesearch.co.uk)

# Monmouthshire Housing Association

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- ☎ 0345 677 2277
- ✉ [communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)
- 🌐 [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)
- ✉ **Monmouthshire Housing Association**  
Nant-Y-Pia House, Mamhilad Technology Park  
Mamhilad, Monmouthshire, NP4 0JJ
- 📘 [facebook.com / Monmouthshire.Housing](https://facebook.com/Monmouthshire.Housing)
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Scan the QR code to access the  
MHA website.

